

Appendix C

The Council on Quality & Leadership's Basic Assurances and Organizing Principles

ASSURANCES FOR HEALTH, SAFETY, and WELFARE ©

- A1 The organization has employment screening procedures that minimize unnecessary or unreasonable risk.
- A2 The organization implements procedures in all instances of alleged abuse and neglect.
- A3 The organization promotes access to primary health care that is coordinated, comprehensive, and effective.
- A4 The organization implements emergency procedures.
- A5 Buildings comply with all applicable fire and sanitation codes.
- A6 The organization protects the rights of people.
- A7 The organization uses positive approaches in all service and support activities.

ASSURANCES FOR FISCAL and LEGAL ACCOUNTABILITY ©

- A8 The organization has a budgeting and accounting system.
- A9 The organization has an annual independent audit.
- A10 The organization is accountable for people's money.
- A11 The organization maintains data and information on costs, personnel, capital budget, and support coordination that is person focused.
- A12 The organization's personnel practices meet all governmental fair labor regulations.

ORGANIZING PRINCIPLES ©

LEADERSHIP

- L1 The organization defines it's primary customer.
- L2 People served exercise leadership through choice and self determination.
- L3 The organization emphasizes the values of listening, responsiveness, respect, and support for desired outcomes.
- L4 The organization links service users, families, and providers to promote individual relationships and increase system capacity.
- L5 The organization appoints service users to the board of directors.
- L6 The organization clearly defines expectations for staff competency and performance.
- L7 The organization regularly evaluates and provides feedback to staff on their performance.
- L8 The organization has a strategy for developing relationships with other agencies/providers in it's service area.

SYSTEMS

- S1 The organization has a clear statement of it's mission.
- S2 The organization implements a strategy for listening to and learning about each individual.
- S3 The organization promotes coordinated systems of services that are responsive to the needs and desires of service users.
- S4 The organization provides service users and other organizations with relevant information.
- S5 The organization has a strategy for hiring, nurturing, and sustaining staff.
- S6 The organization provides opportunities for staff training and personal development.
- S7 The organization has a personnel development strategy for increasing staff competency in facilitation, problem solving and negotiation.
- S8 Organizational systems promote personal dignity and respect.
- S9 Organizational systems promote continuity and security.
- S10 Organizational systems promote natural support relationships.

QUALITY MANAGEMENT and PLANNING

- Q1** The organization has a process for eliciting and analyzing feedback from service and supports from service users, employees, and providers.
- Q2** The organization periodically analyzes and documents the relationship between resource allocation and personal outcome attainment.
- Q3** The organization has a process for collecting and analyzing information.
- Q4** Information analysis results in strategies for organizational quality improvement.
- Q5** The organization's knowledge management system is based on information about aggregated individual needs and resources within the service area.

Personal Outcome Measures 2005_{SM}

The 21 *Personal Outcome Measures* focus on the outcomes of the person receiving services. By placing the person at the center the definition of quality is **responsiveness to the person** rather than how well the organization performs. The Personal Outcome Measures _{SM} are a powerful tool for evaluating quality of life and the degree to which organizations individualize supports to facilitate outcomes.

MY SELF

- People are connected to natural support networks.
- People have intimate relationships.
- People are safe.
- People have the best possible health.
- People exercise rights.
- People are treated fairly.
- People are free from abuse and neglect.
- People experience continuity and security.
- People decide when to share personal information.

MY WORLD

- People choose where and with whom they live.
- People choose work.
- People use their environments.
- People live in integrated environments.
- People interact with other members of the community.
- People perform different social roles.
- People choose services.

MY DREAMS

- People choose personal goals.
- People realize goals.
- People participate in the life of the community.
- People have friends.
- People are respected.